

HSAO ANNUAL REPORT

JULY 1, 2023 – JUNE 30 2024

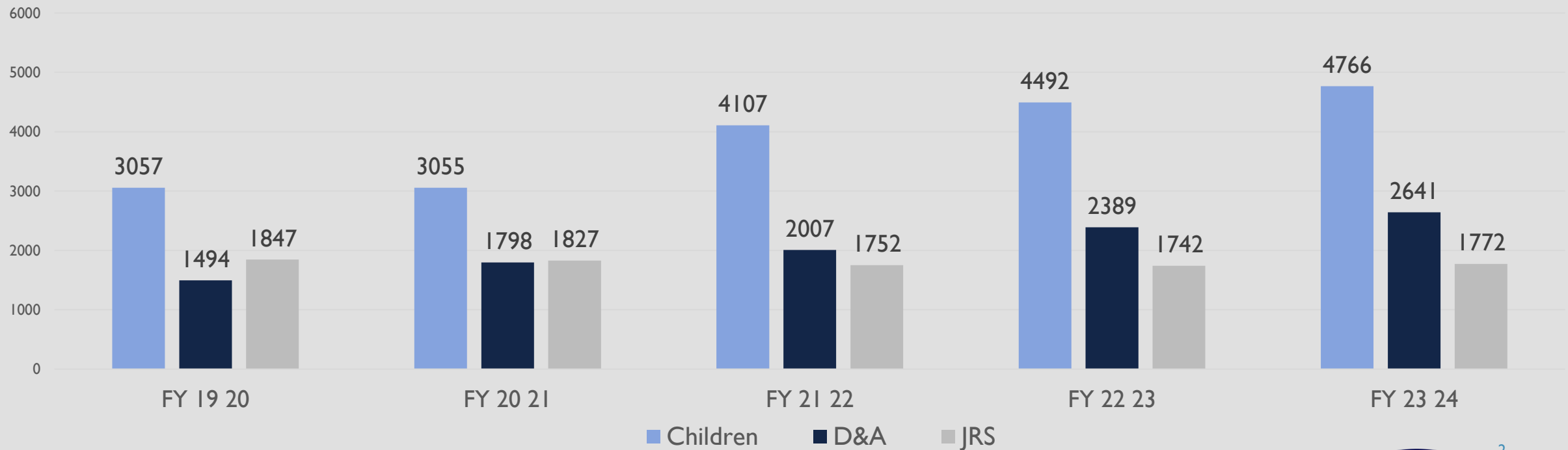
2024 marks HSAO's 25th year of serving Allegheny County's highest risk population of children, adolescents, and adults. What started off as two specialized child and adolescent programs has grown to 48 programs providing services to children as young as 5 years old through adults in every stage of their life.

Most importantly our mission and goal remains steadfast: To be the best at what we do in order to provide the highest quality of services to all of our clients and families.

The Mission of the Human Services Administration Organization (HSAO) is to: Empower Individuals, Families, and Communities by Improving their Quality of Life through Specialized, Personalized, Enhanced, and Effective Service Coordination

CLIENTS SERVED BY PROGRAM

Clients Served by Year
6% increase from FY 22 23 to FY 23 24



RACIAL EQUITY GROUP

This year the group focused on education, inclusion, and supporting Black-owned businesses, with the goal of fostering a more inclusive and equitable workplace. Some of the key efforts to achieve these goals were:

- Facilitated a training titled, “**Breaking Barriers in the Workplace**,” which was a thought-provoking session on understanding racism in the workplace and promoting positive changes.
- Sent daily emails during Black History Month highlighting local African Americans who have made impactful contributions to Black history and within our own community; celebrating their accomplishments and acknowledging their role in shaping our collective history.
- Presented on the importance of workplace inclusion and cultural representation at the June Staff Retreat. The presentation emphasized the value of diverse perspectives and how cultural expression—such as music—can help create a more welcoming and inclusive workplace.
- Prioritized diversity in our selection of food trucks for employee appreciation events by ensuring Black-owned businesses were included.

The mission of the Racial Equity Group is to create a safe and inclusive space for open dialogue and meaningful action to drive racial equity in the workplace.

2023-2024 AGENCY GOALS UPDATE

Diversify Funding Streams:
Expand into other counties;
Grant opportunities;
Less reliant on County Funding

Complete Company Wide Stay interviews to Elicit Staff Feedback to Help Shape Agency Goals and Promote Retention

Recruitment and Retention:
Increase collaborative work with The People Team

Professional Development:
Ongoing growth of the Leadership Team;
Training and Skill development

Continued Development and Fostering of Race and Equity Task Force

Evaluate Technology:
Explore other EHR's

Contracting with Washington County; Shifting services from AC DHS to Health Choices

Changes implemented as a result of Stay Interviews: PTO Accrual, Team Leader Positions

Utilized the People Team in the hiring process for HSAO to enable consistency in the hiring process across all companies

Leadership Boot Camp.: Sessions included Time Management, Emotional IQ, Development of Soft Skills, Coaching, Leading, and Organizational Motivation

Increased participation and collaboration from staff on the team. Increased training and education with staff

Investigated 2 potential EHR systems. Systems not as robust as current EHR and would be fiscally irresponsible

2024-2025 AGENCY GOALS

**Facilitate
and evaluate
Q12 Staff
Satisfaction
Survey**

**Evaluate
Agency
Structure
and
Succession
Planning**

**Examine
Staff
Retention
and
Retention
Strategies**

**Diversify
Funding
Opportunities
to Maintain
Fiscal
Stability**

**Salary
Benchmarking
and
Compensation**



QUALITY MANAGEMENT

As a component of our Quality Management plan, the agency administers satisfaction surveys to our clients and families. We also participate in external program evaluations. These surveys and evaluations provide valuable feedback to help determine client needs, programmatic needs, and program expansion. They assist the agency in determining where to focus our resources, and most importantly allow the agency to evaluate if we are adhering to our mission.

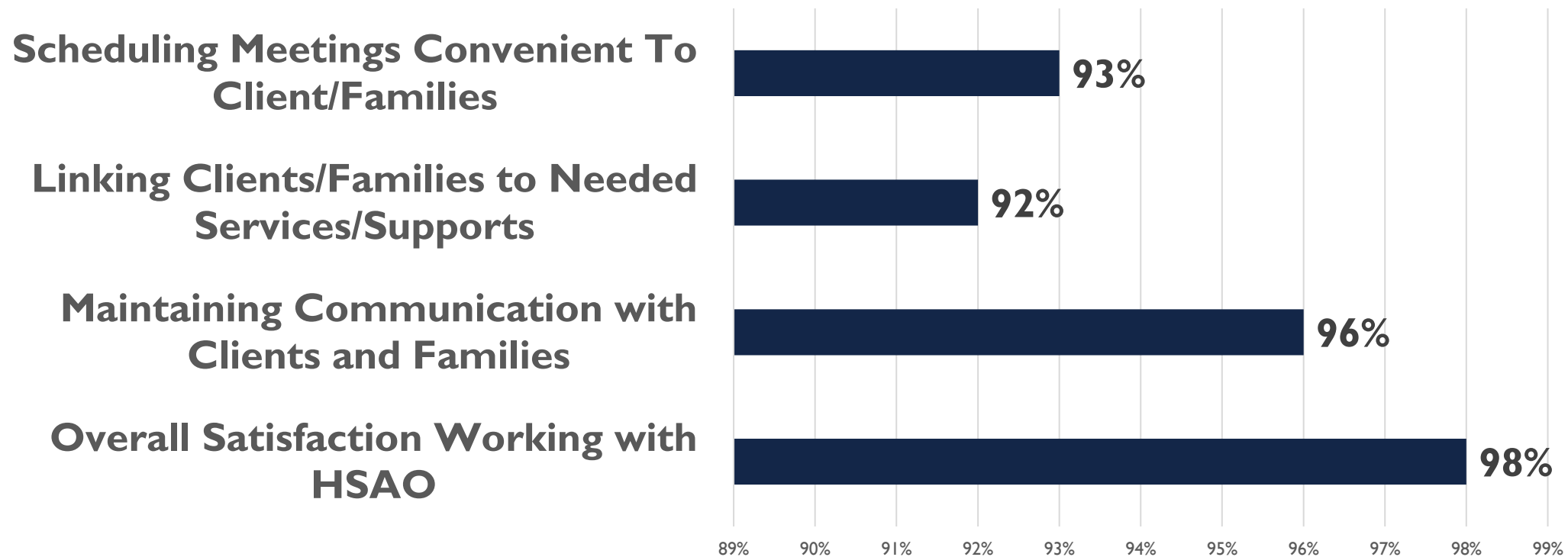
SURVEY

FEEDBACK

ANALYSIS

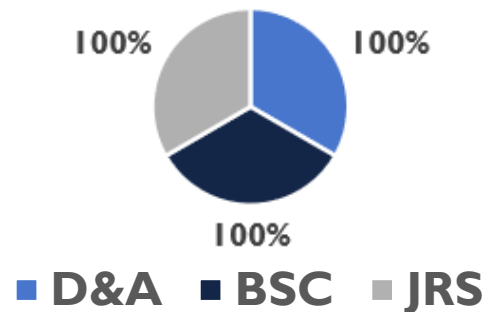
CLIENT AND FAMILY SATISFACTION SURVEY RESULTS

SATISFACTION RESULTS

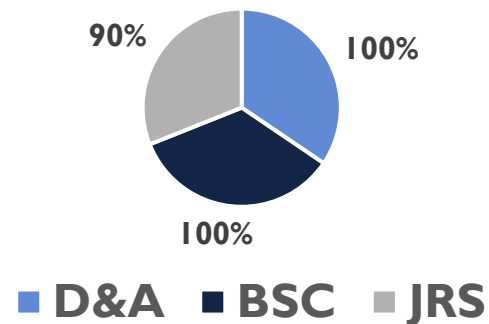


CART SURVEY RESULTS (CONSUMER ACTION RESPONSE TEAM)

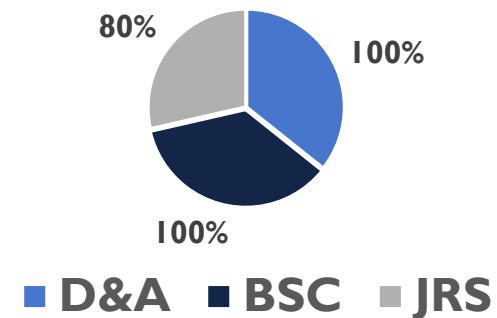
DID YOU START RECEIVING SERVICES AS SOON AS THEY WERE NEEDED?



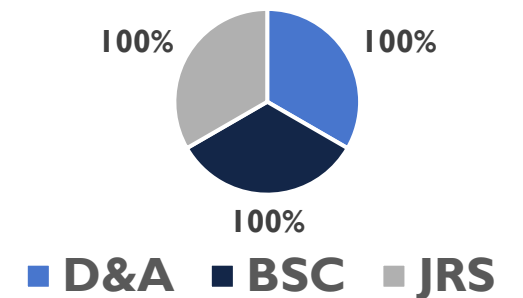
WERE YOU INVOLVED IN PLANNING YOUR GOALS?



ARE STAFF HELPFUL AND SUPPORTIVE?



DO YOU FEEL THAT SERVICES HELPED YOU?



CART ACTION ITEMS

- Staff Turnover: 43% of Blended Clients, 50% of JRS clients, and 10% of D&A clients reported they experienced turnover in the staff providing them with services.
- Grievance Process: Only 57% of Blended Clients and 67% of JRS Clients reported they know who to call to file a complaint or grievance. 90% of D&A client reported they knew who to contact.

SAP SURVEY RESULTS

17 of 19 School Districts that HSAO provides SAP services to completed a Satisfaction Survey regarding the HSAO SAP program. The results included:

- 100% of the School District reported a SAP Liaison attended the Core Team Meetings Consistently
- 90% satisfaction with the SAP Liaison's turnaround time for screenings
- 94% satisfaction with the SAP Liaison's feedback regarding students screened, updates, or barriers to screenings
- 94% satisfaction with the HSAO SAP services

- Comments about the HSAO SAP item include:
 - ...”I am very pleased and impressed with your team. They are professional, helpful and friendly.”
 - “Very pleased with the HSAO team. Thank you for all you do for our students and families.”
 - “It’s been great working with HSAO thus far!”

STAY INTERVIEW: CALL TO ACTION

The following actions were implemented as a result of the STAY Interviews:

- Utilization and reporting requirements were re-evaluated with all units across the agency and functional changes were made.
- Exploring incentive opportunities for staff
- Monitoring process of staff's utilization was changed
- WFH eligibility was re-evaluated
- Health Care Benefits: The agency contributed more money towards health plans to keep premium costs reasonable
- Identified additional Growth Opportunities in the agency

WHAT PEOPLE ARE SAYING ABOUT OUR STAFF

